

Case Study: review of managed IT services for Comace



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Introduction

In December 2016, Wiser Connections was engaged by Comace to review the managed information technology (IT) support services required to keep the business running smoothly.



Comace provide high quality commercial joinery, Fitout and maintenance services to the commercial, retail and institutional markets.

Comace was established in 1981, the company was registered in 1992 and has gone from strength to strength. Now with a team of 24, and a purpose-built factory in St Mary's, Adelaide, Comace has earned a reputation as one of the leading joinery and maintenance firms in South Australia.

Ongoing maintenance with Woolworths, Coles, K-Mart and Target have been established since 1989. The joinery division regularly works with major construction companies such as Hansen Yuncken, Badge, Mossop and Sarah Constructions to name a few.

The problem facing Comace



Comace was unsure of the level of service being provided for their managed IT support, and whether the amount being paid for this service was a fair price.

Quotes for service offerings had been received, but The CEO of Comace, Paul Williams, found it hard to compare these without in-depth knowledge of information technology.

Like many of Wiser Connections clients, Paul was finding it difficult to navigate the sometimes overwhelming world of IT and the amount and complexity of often very technical information.

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How Wiser Connections helped Comace



Using the Wiser Connections procurement process, we

- analysed the needs of Comace,
- prepared a formal request for quote document,
- invited the existing supplier and Wiser Connections [approved suppliers](#) to respond, and
- evaluated the responses and provided a written report to Paul Williams for his review.

The review established that the existing supplier of IT managed support services to Comace was in the top three responses, and that the fees charged were equivalent compared to other service providers of the same quality.

The result for Comace was peace of mind knowing that they weren't being over charged or under serviced for managed IT support services.

In Paul's own words:



We asked Paul Williams, CEO of Comace, to provide us with feedback.

Here's how he responded to our questions:

1. [What was the problem you were trying to solve?](#)

Comace never really had any IT issues as such, however we were unsure of the level of service we were being provided and the cost behind that, compared to what was available and how other businesses our size were being serviced. We had a couple of IT companies come in and give us quotes for a service offerings, but it was very hard without a technical IT background to compare apples for apples.

2. [What did you find as a result of buying this service?](#)

We established that our existing provider was in the top three to five of service providers and that the fees charged were equivalent compared to other service providers of the same quality. So the result was peace of mind knowing that we weren't being over charged or under serviced.

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3. What risk was removed?

The review of our services highlighted that the service we were being provided are right for our size business however also highlighted options in extra service or additional hardware that we were able to decide to take up or not.

4. What specific feature did you like most about this service?

The review was detailed and comprehensive however, not daunting or overwhelming to put together. It was very professionally done and the resulting answers were exactly what we needed to know. It actually surprised me how much detail was obtained with little interference to, or time taken by the business.

5. Would you recommend this service? If so, why?

Highly recommend Wiser Connections for knowledge of what services and providers are available and what options there are for the particular type and size of the business being assessed. Even if you don't change service providers as a result of the review, it certainly give you peace of mind knowing that you have a good level of service at the right price. It also make you look into the IT you have and assess it for relevance in case of a failure or for future growth.

Thank You to Sonya Weiser and her team for a value for money review that we can now feel comfortable with our service provider and fees paid.